

XXXXXX Nuclear Laboratory

Request for Services Policy

Purpose:

This policy establishes the rules to be followed for scheduling and performing nuclear procedures.

Policy:

1. All patients must have a scheduled appointment. No walk-ins are accepted.
2. Patients may be scheduled by phone directly by the referring physician or his/her office staff. Patients may call to schedule appointment but must have a written physician prescription.
3. At the time of scheduling the following information is required:
 - a. Patient name
 - b. Patient birth date
 - c. Referring/ordering physician
 - d. Procedure Ordered
 - e. Reason for the test
 - f. Patient phone number
 - g. Insurance company
 - h. Person scheduling
 - i. Dog or Cat's Name
 - j. Date the appointment scheduled
4. At the time of scheduling, the patient preparation, approximate length of the scan, instructions of things to bring to the appointment, and insurance referral requirements are provided to the scheduling office or the patient.
5. Only the authorized staff shall take the verbal phone or written order and only authorized staff may order the appropriate radiopharmaceuticals from the radiopharmacy according to procedure protocol. Note: although, a verbal order is sufficient to schedule the patient and order the radiopharmaceutical, a written prescription is required prior to administering the radioactive dose. Note: A written directive signed by the prescribing authorized user is required prior to ordering any therapy dose.
6. The written prescription must identify the patient, test ordered, appropriate clinical indication, referring/ordering physician and signature of the ordering physician.
7. 24 hours prior to the patient's appointment, the patient will be called to confirm the appointment time, office location, test preparation, and approximate length of the scan.

Written: _____	Date: _____
Revised: _____	Date: _____
Reviewed: _____	Date: _____
_____	Date: _____
_____	Date: _____